

USEFUL TELEPHONE NUMBERS

St. Luke's Hospice
In-Patient Unit
Day Hospice
Hospice at Home

01268 524973

Hospice at Home
(Out of Hours)

07739 890140

Macmillan Nurses

01268 448521

District Nurses
(via Liaison Office)

01268 593469

Out of Hours and at weekends to go
through Basildon Hospital switchboard:

•Basildon Hospital 0845 1553111

•Southend Hospital 01702 435555

We hope this leaflet will be helpful to
you and your family/carers.

Should you have any problems or
suggestions do not hesitate to contact
the Nurse Manager or any member of
staff in the In-Patient Unit Nurses
Office - telephone: **01268 524973**

St. Luke's
Hospice



Your Hospice - Caring for you when &
where you need it most

Reg. Charity Number 289466

For further information contact:

IN-PATIENT UNIT

St. Luke's Hospice
Nethermayne,
Basildon,
Essex
SS16 5NJ

Tel: 01268 524973

Fax: 01268 282973

Website:

www.stlukeshospice.com

**Please let us know if you need this
leaflet in large print**

Photograph taken in St. Luke's Hospice Garden

St. Luke's Hospice Registered Charity No: 289466

Revision: 01/2013

St. Luke's Hospice



In-Patient Unit



www.stlukeshospice.com

WELCOME TO ST. LUKE'S HOSPICE IN-PATIENT UNIT

This information may help you prepare for your admission to the Hospice and our In-Patient Unit.

Hospices are special places which provide specialist nursing and medical care for patients in a homely and peaceful atmosphere. Patients have individual rooms and are fully involved in decisions about their care, enabling them to retain dignity and control. This extends to families/carers and friends.

At St. Luke's we are committed to provision of the highest quality of care for patients with advanced life-threatening diseases.

ADMISSION Your admission is usually arranged for the morning. Shortly after arrival, our Doctor and Admission Nurse will discuss your individual care in a relaxed and unhurried manner. Admissions are usually planned for 1-2 weeks as St. Luke's can only offer short term admissions for one or more of the following reasons:-

- Pain and Symptom Management
- Assessment/Treatment
- End of Life Care
- Occasional Respite for yourself or your family

When your admission is being arranged you will be advised to bring some or all of the following -

Medication **in their original boxes** that you are currently taking, dressings currently used, toiletries, day and night clothes, personal effects - i.e. photos, pictures etc. which will help you to feel at home.

VALUABLES You will need only small amounts of money for incidentals.

On admission please hand valuables to the Nurse in Charge. They will be listed and stored in the safe and you will be given a receipt. Unfortunately the Hospice cannot accept liability for any loss or damage to items you bring with you, unless it has been handed over for safe-keeping.

Whenever possible we would ask you to leave your valuables at home.

TRANSPORT will be arranged prior to admission. This could be by a family member, ambulance or volunteer driver.

St. Luke's is situated on the A176 adjacent to Basildon Hospital. A regular and frequent bus service is available from the Hospital to Basildon town centre and other areas. There is also a main line train station in the town centre.

VISITING HOURS We have open visiting but operate a rest period between 13.30 - 15.00 hours. Most of our patients tire easily, therefore short frequent visits on a rota basis are usually beneficial. There is an intercom system at the front door for out of hours visitors.

SIGNING IN FOR VISITORS For fire/security and safety reasons, all visitors need to complete the Signing In Book (which is held in main reception) on arrival and on leaving the Hospice. Visitors will be asked to wear a Visitors identification badge.

When you or your family arrive at the Hospice please report to the receptionist on each visit, who will then inform the nursing staff of your arrival. This is necessary to protect patient privacy and comply with Health & Safety regulations.

SMOKING In line with current legislation there is no smoking within the Hospice or grounds for visitors, however in-patients are permitted to smoke outside in a designated area. Some patients will require the assistance of a family member or friend to ensure their safety. This is not possible from 20.30 to 08.00 for security reasons. Our doctors can prescribe Nicotine Replacement Therapy for patients who find this difficult.

CHILDREN are welcome to visit but need to be supervised by family/carers at all times. There is a family room attached to the Unit. Children can play in the garden, however responsibility for their safety rests with their carer. The Hospice cannot be held responsible for any accidents/injury sustained when playing in the Hospice building or grounds.

LAUNDRY In each room there is a laundry bag for families/carers to take personal washing home. In some cases laundry facilities can be provided, however the Hospice cannot take responsibility for lost or spoilt items. We would advise you to label your personal property prior to your admission.

MEALS Patient menus are varied and most dietary needs can be accommodated. Unfortunately we are only able to offer one family member a hot meal at lunchtime which needs to be arranged with nursing staff before 10.00 a.m. There is a charge for this which is payable at reception. There is however a tea bar situated in the In-Patient Unit with refreshments provided. This facility is open to all visitors free of charge, however donations towards costs are greatly appreciated. Alternatively, Basildon Hospital has a restaurant open to the public.

DISCHARGE Your discharge will be carefully planned. Prior to your discharge we can arrange assessment/discharge meetings with other healthcare professionals to ensure you have sufficient care and resources in your own home, or an alternate care setting. You and your family will be central to this planning.

ADDITIONAL HOSPICE SERVICES AVAILABLE TO YOU: The Hospice has a range of services that can support you and your family. Please talk to nursing staff about options available to you.

- Day Hospice
- Out-Patients Clinic
- Hospice at Home
- Physiotherapy
- Complementary Therapy
- Macmillan Dove Community Counselling Service
- Carers Support
- Social Work Service
- Chaplains
- Lukes Counselling Service for Children & Young People